



## **POLICY D-6: Receipt and Return of Goods**

<b>Policy/Procedure</b>
-------------------------

All goods received by the Dickinson College (the “College”) Mail Center or directly by a department must be inspected and verified immediately against the Purchase Order or against another receiving document such as an electronic receipt (preferred method), bill of lading, approved invoice for payment, or proof of delivery.

The purchasing employee is responsible for contacting the merchant when the goods purchased are not acceptable (incorrect, defective, etc.) and arranging a return for credit or an exchange. Credit must be returned according to the method of purchase (i.e. purchases made on a Purchasing Card must be credited to the same card). Accepting cash or personal checks to resolve a credit is prohibited.

### **Defective Goods**

It is the policy of the College not to accept defective goods. When defective goods are detected while the carrier is present, the bill of lading or other receiving document must not be signed or otherwise marked as received.

When defective goods are not discovered until the package is opened, and after the carrier is gone, the goods must be kept as is until the supplier claim inspection has been made or the supplier concurs.

### **Warranties**

It is the requisitioning department’s responsibility to record warranties with the supplier, as applicable. In the event service is required during the warranty period, the requisitioning department is responsible for contacting the supplier.

## **Related Information**

Deliveries and Solicitation Policy (College-Wide)  
FAS Mail Center (Campus Operations)  
Procurement of Goods and Services  
Invoice Processing  
Procurement Authorizations  
Purchasing Card  
Purchase Order Terms and Conditions

## **History/Revision Information**

**Responsible Office/Division:** Financial Operations  
**Effective Date:** October 2012  
**Last Amended Date:**  
**Next Review Date:** Annually in June  
**Also Found In:**